FAFSA on the Web Redesign Update
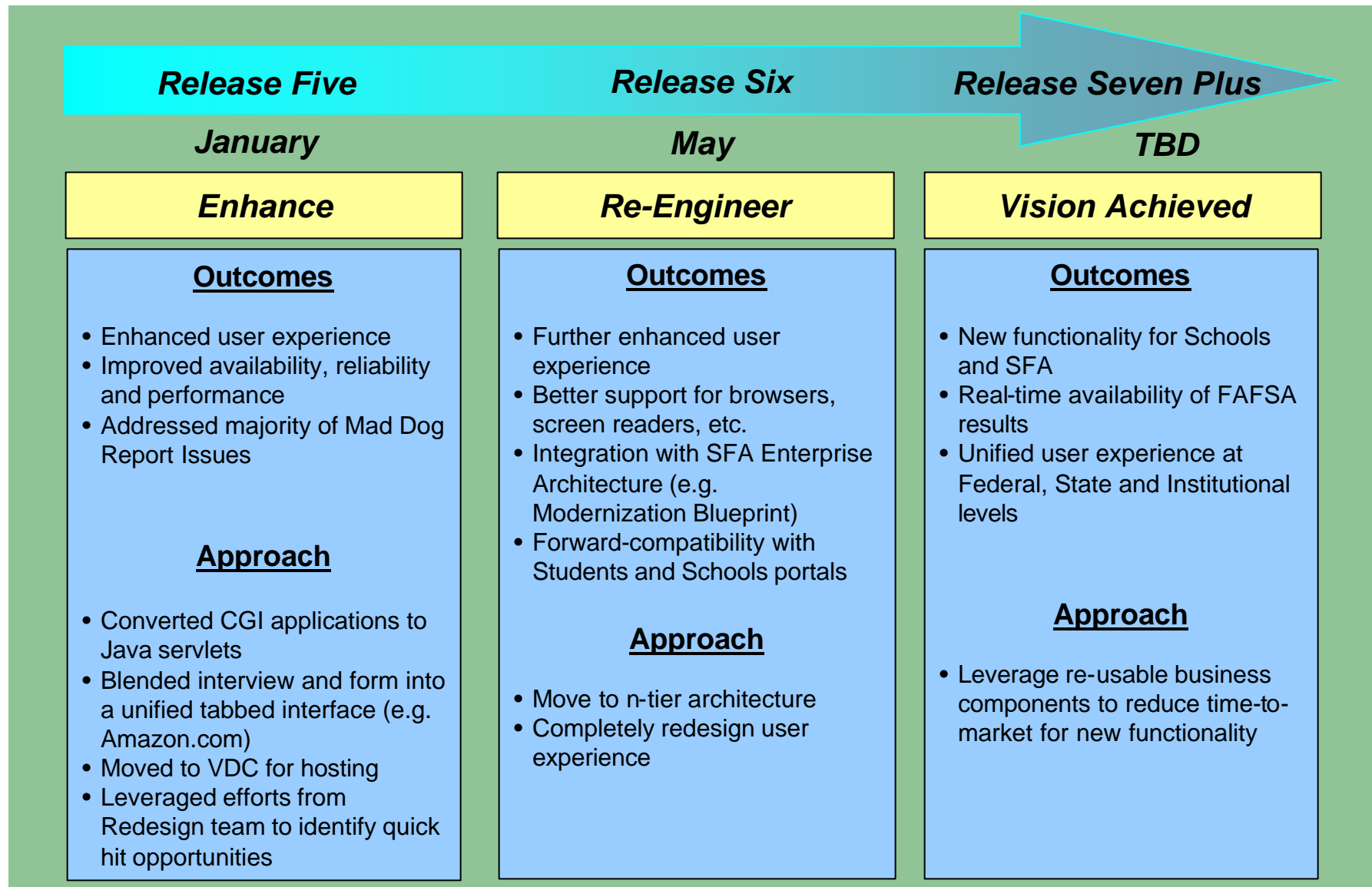## September 11, 2000

The purpose and vision of the FAFSA on the Web modernization initiative is to:

- <u>**Provide the site users a complete, positive user experience**</u>
  - **Exceed** customer **expectations**
  - Apply and receive the **right types** of Aid at the **right time**
  - **Quickly** and **efficiently** submit and receive results

- <u>**Deliver a better than world class solution**</u>
  - Leverage **state of the art** internet technology & design
  - Open architecture - **increase performance & scalability**
  - **Best practices** in creative design and usability

Applying and Awarding Financial Aid

State

Federal

Institutional

Aid

Students

Schools

Parents

SFA

Customer Service

Third Party Vendors

Release Five   **Release Six**   **Release Seven Plus**

January   *May*   *TBD*

Enhance	Re-Engineer	Vision Achieved

Outcomes

- Enhanced user experience
- Improved availability, reliability and performance
- Addressed majority of Mad Dog Report Issues

Approach

- Converted CGI applications to Java servlets
- Blended interview and form into a unified tabbed interface (e.g. Amazon.com)
- Moved to VDC for hosting
- Leveraged efforts from Redesign team to identify quick hit opportunities

Outcomes

- Further enhanced user experience
- Better support for browsers, screen readers, etc.
- Integration with SFA Enterprise Architecture (e.g. Modernization Blueprint)
- Forward-compatibility with Students and Schools portals

Approach

- Move to n-tier architecture
- Completely redesign user experience

Outcomes

- New functionality for Schools and SFA
- Real-time availability of FAFSA results
- Unified user experience at Federal, State and Institutional levels

Approach

- Leverage re-usable business components to reduce time-to-market for new functionality

Highlights

- Add Spanish version of FAFSA on the Web
- Capture PIN at the beginning of the process
- Allow temporary saves to the mainframe database
- Increase usability of school code search
- Change PIN login to allow single authentication to multiple sites
- Migrated FAFSA on the Web and PIN site to VDC
- Convert from C++ CGI to Java Servlets to increase capacity
- Blend Form-based version with Interview version
- Remove individual question help text links for easier navigation
- Change end of entry check process to show only affected pages
- Expand application status feature to show comments and a link   to Corrections on the Web
- Redesign Corrections on the Web to use "shopping cart" approach
- Add E-Mail Address data element
- Reduce scrolling
- Create Application summary page for new applications and renewals

3

Release Six and Beyond

Increase the usability, accuracy, efficiency, scalability, and security of FAFSA on the web.

Students and Parents
- Easier
- Quicker
- Intuitive
- Responsive and Reliable
- Accessible and Easily Saved
- A Complete Aid application and award experience

Schools and Third Party Vendors
- Easy integration
- Data accuracy
- Reduced administrative costs
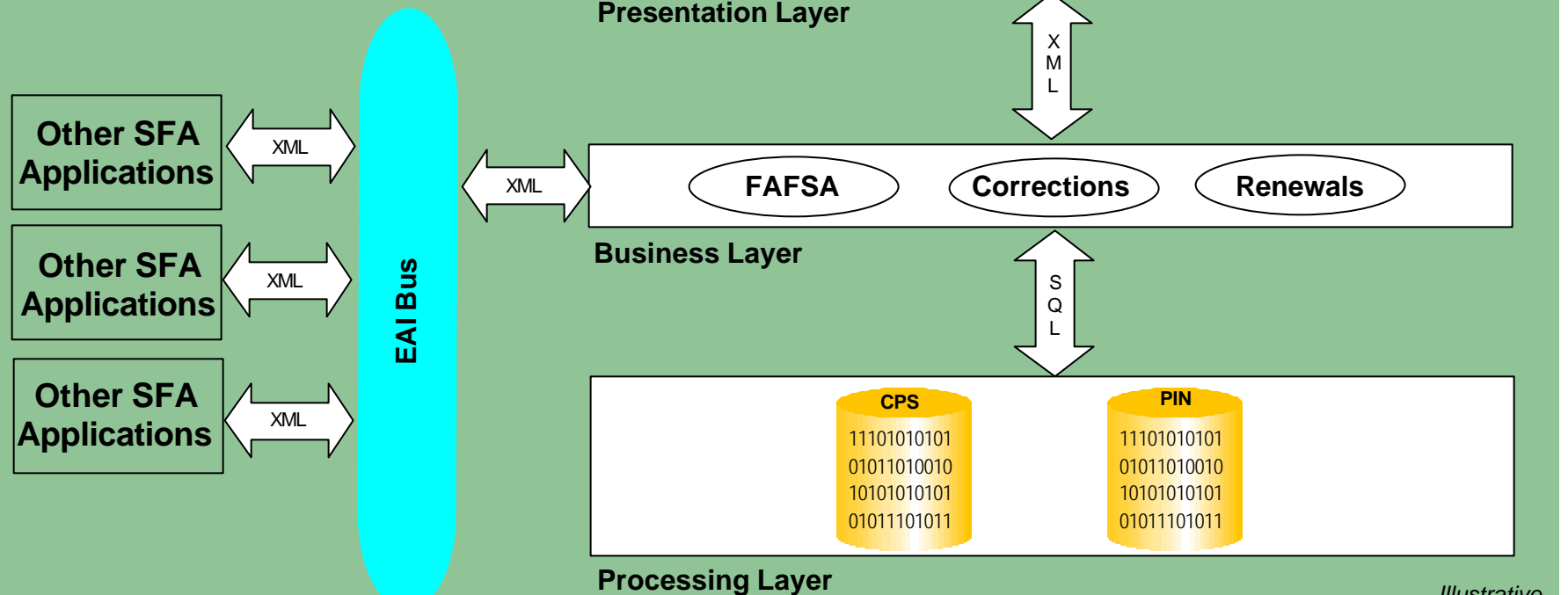- Web-enable current stand-alone School Financial Aid application processes

SFA and Customer Service
- Increased work force satisfaction and job productivity
- Quicker problem resolution
- Improved customer service
- Decreased cost with less customer service calls and data entry

Key Benefits of Re-Architecture

- Accommodates multiple devices and browsers without changing Business Layer

- Re-uses components via EAI bus

- Scalable and Modular

Web Browser

Screen Reader

Web-enabled Cell Phone

HTML

HTML

WML

Display Objects

Presentation Layer

XML

Other SFA Applications

XML

Other SFA Applications

XML

Other SFA Applications

XML

EAI Bus

XML

XML

FAFSA   **Corrections**   **Renewals**

Business Layer

SQL

CPS	PIN
11101010101 01011010010 10101010101 01011101011	11101010101 01011010010 10101010101 01011101011

Processing Layer

Illustrative

6

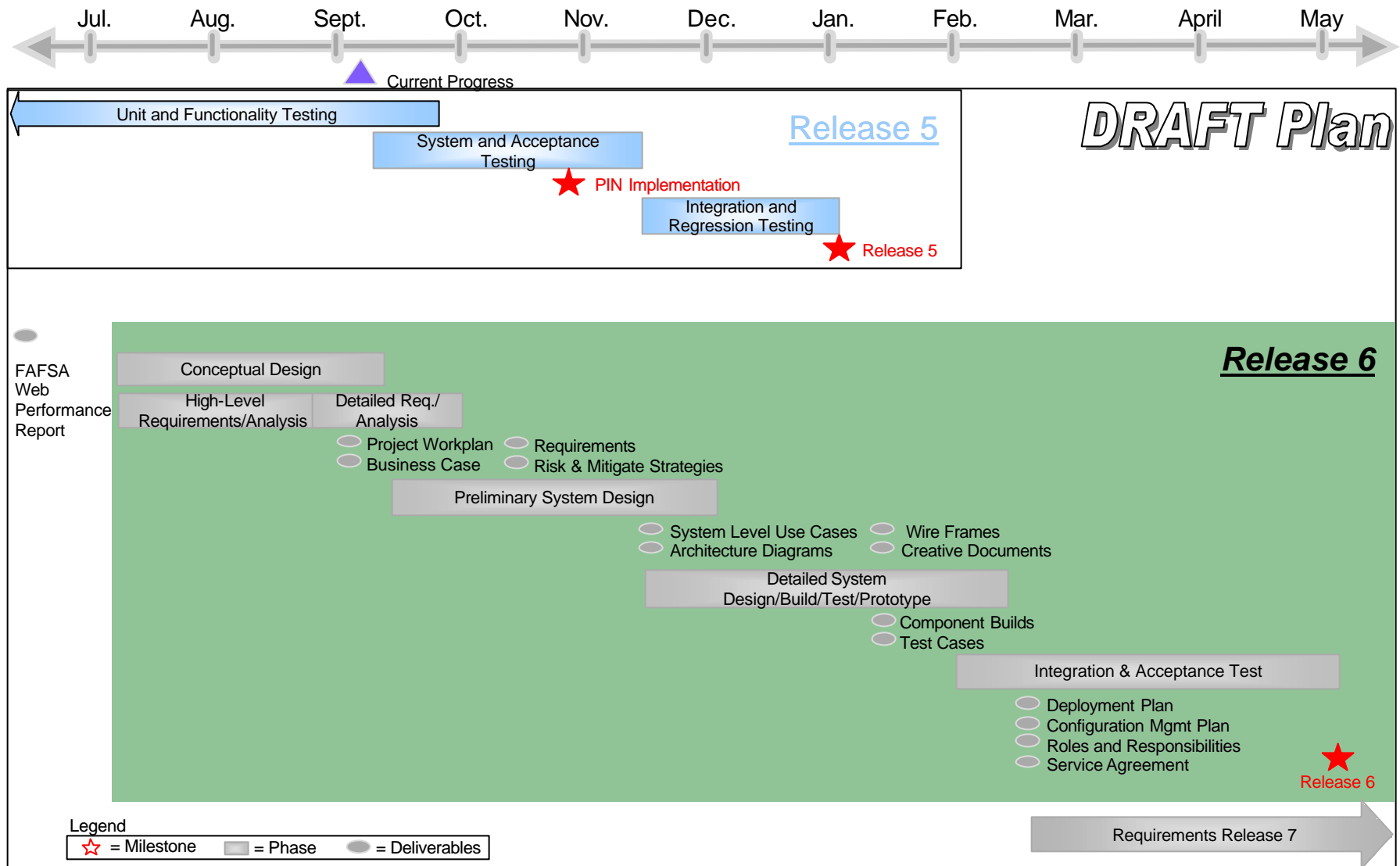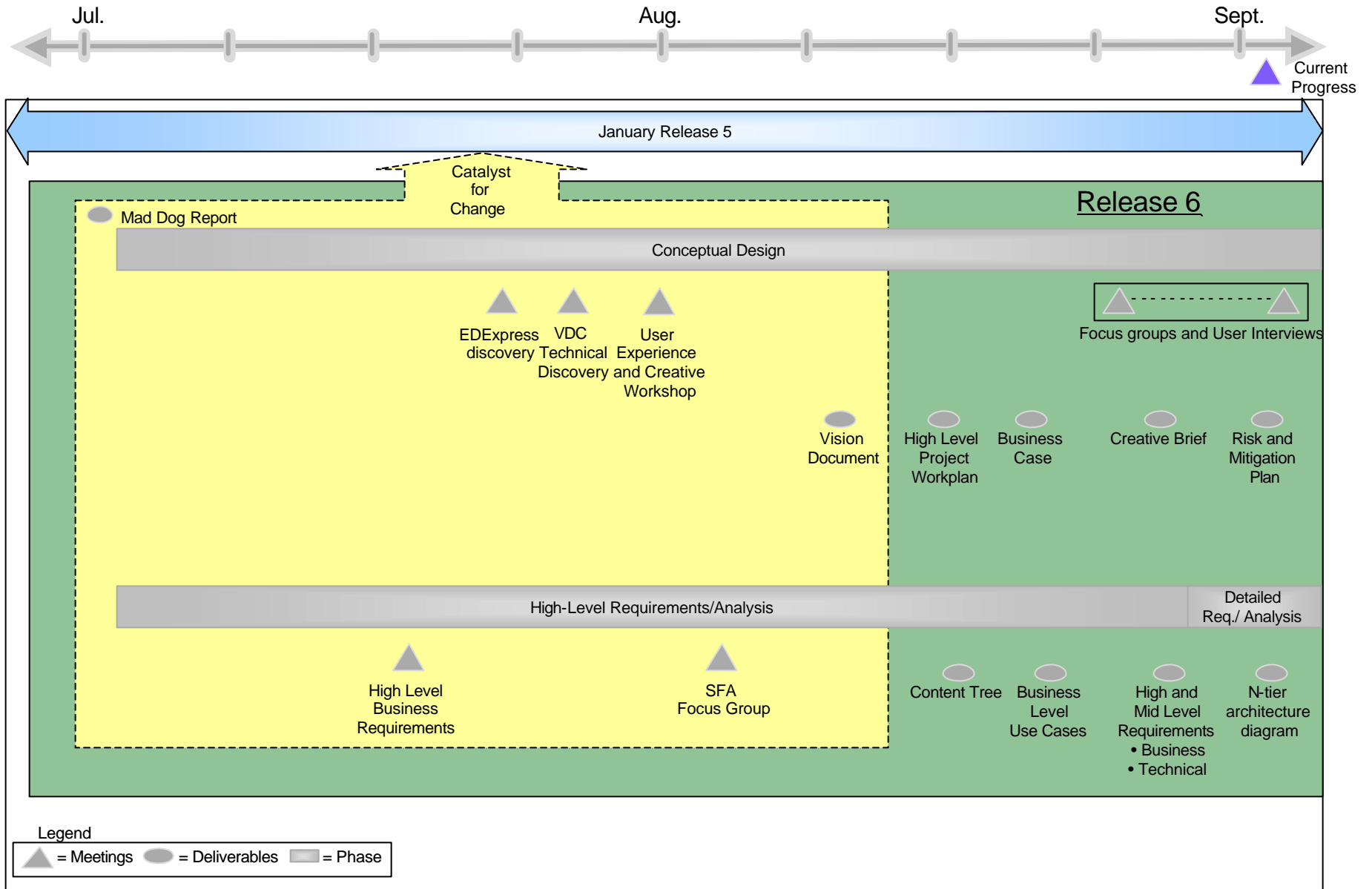| Features	Release Five	Release Six	Release Seven Plus
User Experience	Blended	Personalized	Unified
Get EFC	Estimate now, actual in 48 hours	Estimate now, actual in 48 hours	Actual Real Time
Save Work in Progress	Save to server	Prompt to save to server	Auto Save to server
Navigation	Navigate back to work completed	Navigate freely throughout form	Interactive Navigation with CSR
Authentication	PIN	Single authentication	Digital certificate
Other Partners	One-way API (Pre-fill data fields)	Links to state and institution sites	Integration with states and institutions
Student Portal	Independent of	Prepared for	Integrated with

An iterative approach will be used for design and build. The approach uses multiple, staged builds and prototypes while focusing on complex functionality in the earliest iterations.

Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	April	May

▲ Current Progress

DRAFT Plan

Release 5

Unit and Functionality Testing

System and Acceptance Testing

★ PIN Implementation

Integration and Regression Testing

★ Release 5

Release 6

FAFSA Web Performance Report

Conceptual Design

High-Level Requirements/Analysis

Detailed Req./Analysis

○ Project Workplan　○ Requirements
○ Business Case　○ Risk & Mitigate Strategies

Preliminary System Design

○ System Level Use Cases　○ Wire Frames
○ Architecture Diagrams　○ Creative Documents

Detailed System Design/Build/Test/Prototype

○ Component Builds
○ Test Cases

Integration & Acceptance Test

○ Deployment Plan
○ Configuration Mgmt Plan
○ Roles and Responsibilities
○ Service Agreement

★ Release 6

Requirements Release 7

Legend
☆ = Milestone　▭ = Phase　○ = Deliverables

8

Jul.

Aug.

Sept.

Current Progress

January Release 5

Catalyst for Change

Release 6

Mad Dog Report

Conceptual Design

EDExpress discovery

VDC Technical Discovery

User Experience and Creative Workshop

Focus groups and User Interviews

Vision Document

High Level Project Workplan

Business Case

Creative Brief

Risk and Mitigation Plan

High-Level Requirements/Analysis

Detailed Req./ Analysis

High Level Business Requirements

SFA Focus Group

Content Tree

Business Level Use Cases

High and Mid Level Requirements
• Business
• Technical

N-tier architecture diagram

Legend

▲ = Meetings   ⬭ = Deliverables   ▭ = Phase

Solicit and prioritize customer needs with community involvement through all phases of release 6 lifecycle.

Requirements

Focus Groups

- SFA Stakeholders   August 1, 2000
- Students   August 28, 2000
- Financial Aid Professionals   September 7, 2000

Individual User Interviews

- American University FAA and Students   September 1, 2000
- Northern Virginia Community College   September 5, 2000
  FAA and Students

Design

- Usability Testing
- Expand User Interviews
- Expand Focus Groups
- NASFAA
- Other Associations
- States

Test

- UsabilityTesting
- Expand User Interviews
- Expand Focus Groups
- BetaTesting

- Students

- Parents

- Schools

- Chief Information Officer (CIO)

- States

- Third Party Vendors

- Students Channel

- Schools Channel

- Customer Service Representatives (CSR)

- Chief Financial Officer (CFO)

- Chief Operating Officer (COO)

- Andersen Consulting (AC)

- US Interactive (USI)

- National Computer Systems (NCS)

- Beacon Technologies

- Computer Sciences Corporation (CSC)

☑ Leverage Mad Dog Report

☑ Identify Quick Hits Opportunities for Short Term Implementation

☑ Follow Best Practices

☑ Comply with Enterprise Architecture for SFA Modernization Blueprint

☑ Involve Stakeholders and Community

☑ Build reusable Software Components

☑ Incorporate Rational Unified Process

☑ Utilize Existing Technology Where Applicable